From: Stephen Best
To: Flock Safety Support
Cc: brendon.norton@flocksafety.com; libby.landers@flocksafety.com; Eligio Lara; Daniel Cohen; jake.sherman@flocksafety.com; Michael Balcorta; Stephen Best
Subject: RE: Multi-geo search fail on real case. Poor night time reads
Date: Tuesday, May 14, 2024 11:45:45 AM

Thank you for bringing the bracketing to my attention. I was unaware or had forgotten that. It sounds like Flock is already addressing the issue with the dark images.

Thank you.

Corporal Stephen L. Best
Santa Maria Police Department
1111 W. Betteravia Rd., Santa Maria, CA 93455
(805)928-3781 X2491
sbest@ci.santa-maria.ca.us
sbest@cityofsantamaria.org

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From: Flock Safety Support <support@flocksafety.com>
Sent: Monday, May 13, 2024 5:32 AM
To: Stephen Best <sbest@cityofsantamaria.org>
Cc: brendon.norton@flocksafety.com; libby.landers@flocksafety.com; Eligio Lara <elara@cityofsantamaria.org>; Daniel Cohen <dcohen@cityofsantamaria.org>; Stephen Best <sbest@cityofsantamaria.org>; jake.sherman@flocksafety.com; Michael Balcorta <mbalcorta@cityofsantamaria.org>
Subject: RE: Multi-geo search fail on real case. Poor night time reads

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

Hi there,

I wanted to follow up here and let you know that our engineering team was able to review the camera support tickets and they have adjusted the settings to hopefully provide further improved images.

They did have a follow-up question. When referring to the washed-out images are you referring talking about the images that look like they are overexposed? If so those are the bracketing images used to help capture the vehicle type they are intended to focus on the car rather than the plate, they also help improve plate capturing in other captures.

Let me know if there are still any issues you are experiencing with your cameras and I will be happy to get that feedback provided to our engineering team.

Stay safe,
Chris

---------- Original Message ----------
From: Stephen Best [sbest@cityofsantamaria.org]
Sent: 5/8/2024, 12:54 PM
To: support@flocksafety.com
Cc: brendon.norton@flocksafety.com; libby.landers@flocksafety.com; elara@cityofsantamaria.org; dcohen@cityofsantamaria.org; sbest@cityofsantamaria.org; jake.sherman@flocksafety.com; mbalcorta@cityofsantamaria.org
Subject: RE: Multi-geo search fail on real case. Poor night time reads

Thank you!

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From: Flock Safety Support <support@flocksafety.com>
Sent: Wednesday, May 8, 2024 9:53 AM
To: Stephen Best <sbest@cityofsantamaria.org>
Cc: brendon.norton@flocksafety.com; libby.landers@flocksafety.com; Eligio Lara <elara@cityofsantamaria.org>; Daniel Cohen <dcohen@cityofsantamaria.org>; Stephen Best <sbest@cityofsantamaria.org>; jake.sherman@flocksafety.com; Michael Balcorta <mbalcorta@cityofsantamaria.org>
Subject: RE: Multi-geo search fail on real case. Poor night time reads

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

Hi there,

Thank you as always for giving us great information. I will work on getting camera support tickets created for the cameras you mentioned and ensure their image quality is improved.

Once I hear back from the engineering team I will let you know.

Stay safe,
Chris

---------- Original Message ----------
From: Stephen Best [sbest@cityofsantamaria.org]
Sent: 5/8/2024, 11:40 AM
To: libby.landers@flocksafety.com; support@flocksafety.com; jake.sherman@flocksafety.com; brendon.norton@flocksafety.com
Cc: elara@cityofsantamaria.org; dcohen@cityofsantamaria.org; sbest@cityofsantamaria.org; mbalcorta@cityofsantamaria.org
Subject: Multi-geo search fail on real case. Poor night time reads

Flock Safety,
Attached is documentation of the Multi-Geo search failing on a recent case and failing on known good data test.

Also, the following cameras are “washed out” on the night time images and are not capturing plates:
013, 037, 060, 061, 073, 074, 082, 091, 092, 095, 107, 116 and 129….so far.

Please schedule these for maintenance and continue working on the Multi -geo search feature.
Contact me if you need additional information.

Corporal Stephen L. Best
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thread::YUPx_6NcJLyQ_pc4wOBz1A4::

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